

User Account Request

Accounts - Action Screen Shots

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Employee Information, ACCESS account, ACD Phone account, Active Directory account, AFG account, Email, LANDesk account, Medicaid Analytics, Medicaid Pharmacy Claims, MMIS, OnBase, Offender Management System, Other, Peaks, VHC

Employee Information (non AHS employee)- This is a screen shot of the first form that gets completed to identify what type of request is being made and whom the request pertains to. The fields are blank and the requestor adds the employee information. Then click on the Save button and the Actions appear on the left side of the screen for the requestor to then choose which accounts are for the employee/user. Depending on which *Domain is chosen will determine which Action accounts will appear (non-AHS account actions are shown below). See User Account Requestor Guide for more in-depth information at http://dii.vermont.gov/support/service_desk/Landesk_main/Landesk . The following Pages are alphabetical snapshots of the Action forms that open up when selecting that particular action account (non-AHS domain).

Request - 12475

Save and close Save Cancel

Actions

- Cancel Request
- Submit
- ACD Phone
- Active Directory
- Email
- LANDesk Account
- RACFID/TSO/VM
- Other
- Remote Access

EMPLOYEE INFORMATION -- Fields in Blue and marked with an asterisk must be filled in. (Mandatory fields subject to change based on information entered.)

* Choose a Type: New Hire

* Domain: VSMS - Vermont State Managed Services

* First Name: Billy

* Middle Name: R

* Last Name: Joel

Employee ID:

Billing Code:

* Department: BGS - Property Management

* Phone Number (xxx)xxx-xxxx: 802-828-1234

* Physical Address: 10 Baldwin St

* Town/City: Montpelier

* Manager/Supervisor: Cloud, Alice

* Effective Date (mm/dd/yyyy): 1/12/15

* Permanent/Temp/Contractor: Permanent

Transfer from Department:

Request Details

* Summary: B. Joel - New Hire - 1/12/15

Description:

ACD Phone account form- Automatic Call Distribution (ACD) is a system that can recognize, answer and distribute incoming telephone calls. When the ACD system receives an incoming call it will look for specific instructions as to how the call is to be handled. This form is applicable for requesting a new user be added to the system, deleting a user from the system or making changes to an existing users account.

New ACD Phone

Save and close

Save

Cancel

AUTOMATED CALL DISTRIBUTION (ACD) PHONE

ACD Account (if required):

ACD Account Username (if requesting change or deletion):

DID # (Extension):

MAC Address from VOIP Phone (*if no phone - please indicate):

User Workstation Name:

Building Name:

Street Address:

Town:

Floor:

Suite/Room Number:

Comments:

Roles: Choose one per line for multiple Roles

Choose One:

Choose One:

Workgroups: Choose one per line for multiple Workgroups

Choose One:

Choose One:

Skills: Choose one per line for multiple Skills (DMV ONLY):

Choose One:

Choose One:

Active Directory account form - Active Directory (AD Account) is the manner to service ALL who login to a computer or application upon accessing the State's network. It supports some of our shared enterprise systems for State employees (i.e., Windows database, Email, SharePoint). This is the account form where you indicate the new or existing employee's need for Shared Network Folders and/or Security Group memberships by typing the name of folder or group in the text fields. If the employee is terminating, you choose this form to have them removed from the State's computer network. Does user require Citrix access and if so which applications should be available. This Citrix access is a billed service so business approval should be sought before requesting.

New AD Account

Save and close Save **Choose One:** Existing Needs to be created Needs to be removed

Network User Account

Choose One: Is a user Home Drive needed? (for example, H: drive)

Access Needed to Shared Networked Folder

Example: \Shared\Folder(s) Permissions: [Clear selection] Full Read Remove Access Write

Example: \Shared\Folder(s) Permissions: Existing Needs to be created Needs to be removed

Example: \Shared\Folder(s) Permissions:

Example: \Shared\Folder(s) Permissions:

Example: \Shared\Folder(s) Permissions:

Group Membership

Example: DII - Accounting Choose One:

Example: DII - Accounting Choose One:

Example: DII - Accounting Choose One:

Example: DII - Accounting Choose One:

Example: DII - Accounting Choose One:

Comments:

Citrix Access Required:

Remote Desktop: false MSOffice Apps: false Internet Explorer: false

Email account form - This service is accessible via the Microsoft Outlook application available on user's desktops, mobile computer devices, and the Internet through Outlook Web Access (OWA): <https://webmail.state.vt.us/>. Most State employees, including temps/contractors/vendors, get assigned an email account. This form is applicable for requests to new or existing employees for email and *Outlook Public Folders and Outlook Distributions lists* for addition or removal. This form is also used to indicate if mobile device access is needed.

The screenshot shows the 'New Email Account' form with several sections and annotations:

- Buttons:** 'Save and close', 'Save', 'Cancel', and a search icon.
- EMAIL ACCOUNT INFORMATION AND ACCESS REQUIREMENTS:**
 - UAM AD Type:** A dropdown menu with a blue arrow pointing to it from a legend.
 - Public Folders/Resources/Shared Mailboxes:** A table with columns for name, permissions, and a dropdown menu. A blue arrow points to the permissions dropdown, which is open, showing options: '[Clear selection]', 'Editor', 'Full Access', 'Remove Access', 'Reviewer', and 'Send As'.
- Outlook - Email Distribution Lists:** A section with a header 'See Global Address List (GAL) for proper naming convention and enter the name exactly as it appears.' and three rows for adding or removing lists.
- Mobile Devices:**
 - Is Mobile Device Access Needed?** A dropdown menu with a blue arrow pointing to it from the legend.
- Personal Mobile Device Waiver Section:**
 - Upload Waiver Here:** A text input field.
 - Browse...** A button.

Legend: A box with three items: 'Existing' (with a blue arrow pointing to the 'UAM AD Type' dropdown), 'Needs to be created' (with a blue arrow pointing to the 'Permissions' dropdown), and 'Needs to be removed' (with a blue arrow pointing to the 'Is Mobile Device Access Needed?' dropdown).


LANDesk Account form – If an employee needs to become an authorized LANDesk requestor/approver/analyst, then complete this account request form and explain why they need to have LANDesk rights.

New LANDesk Account

Save and close

Save

Cancel



LANDesk ServiceDesk Account

Account Requestor:

Account Approver:

Analyst License:

Please explain why this account is required:


Mainframe account form:

New Mainframe

Save and close

Save

Cancel



Details

RACF ID Account:

If existing, RACFID:

CICS7 (State Test):

of sessions:

TERMID Prefix:

CICS9 (State Production):

of sessions:

TERMID Prefix:

For DMV?

☐

TSO Account Required?

TSO Account for OASIS/ZEKE Required?

Department ID/Default Group?

VM Required?

What OS will be used for VM?

Comments:

VPN Account form -

New VPN Account

Save and close

Save

Cancel

Remote Access:

Role Name:

Add/Remove:

Role Name:

Add/Remove:

Role Name:

Add/Remove:

AHS Employee Information - This is a screen shot of the first form that gets completed to identify what type of request is being made and to whom the request pertains to. The fields are blank and the requestor adds the employee information. Then click on the Save button and the Actions appear on the left side of the screen for the requestor to then choose which accounts are needed for the employee/user. These are the AHS Domain accounts that are available to choose. See User Account Requestor Guide for more in-depth information at <http://dii.vermont.gov/sites/dii/files/PDF/Support/User-Account-Request-Guide.pdf>. The following Pages are alphabetical snapshots of the Action forms that open up when selecting that particular action account.

Request - 12474

Save and close Save Cancel

Actions

- Cancel Request
- Submit
- ACCESS
- ACD Phone
- Active Directory
- AFG
- Email
- LANDesk Account
- Medicaid Analytics
- Medicaid Pharmacy Claims
- MMIS
- Offender Management System
- OnBase
- Other
- PEAKS
- VHC

EMPLOYEE INFORMATION -- Fields in Blue and marked with an asterisk (*) must be filled in. (Mandatory fields subject to change based on information entered.)

* Choose a Type: Changes to Existing
* Domain: AHS - Agency of Human Services
* Existing User: Hoague, Janette
Username: Janette.Hoague
Employee ID: 09016
Billing Code:
* Department: AHS - CO Secretary's Office
* Phone Number (xxx)xxx-xxxx: 802-951-5003
* Physical Address: 208 Hurricane Ln
* Town/City: Williston

* Manager/Supervisor: Baker, Leslie
* Effective Date (mm/dd/yyyy): 1/6/14
* Permanent/Temp/Contractor: Permanent
Transfer from Department:

Request Details

* Summary: J Hoague - add distrib list
Description:

AHS ACCESS account Form – This is a computer software system used by DCF and DVHA to track program eligibility information. On this form, you can request a new access account, terminate the account, or ask for changes to the account for the “employee”. The **Comments box** at the bottom of the form is a free text box where you can verbalize changes to the account that don’t have specific fields above such as requests for “notices” and other access related information.

New AHS Access

Save and close

Save

Cancel

Q

Change Existing ID:

New, requested ID (if Known)

Terminate ID:

AHS Access Accounts

Is this account for DVHA, ESD or OCS?

Access Account?

RACF ID Account?

CICS1 (AHS TEST):

CICS3 (AHS Production)

CICS5 (AHS DBA TEST)

CICS9 (State Production)

For DMV?

User Roles:

Printers:

TSO Account Required?

TSO Account for OASIS/ZEKE Required?

Please enter the Department ID:

Comments:

What is the Access ID:

What is the RACF ID:

of sessions:

of sessions:

of sessions:

of sessions:

Verify RACFID (Mainframe Use Only):

TERMID Prefix:

TERMID Prefix:

TERMID Prefix:

TERMID Prefix:

Please clear the RACF ID Account drop down if you do NOT want a ticket generated for the Mainframe TSS group

Created: May 6 2014

13:35:36

By: Cloud, Alice

Updated: May 6 2014

13:35:36

By: Cloud, Alice

ACD Phone account form- Automatic Call Distribution (ACD) is a system that can recognize, answer and distribute incoming telephone calls. When the ACD system receives an incoming call it will look for specific instructions as to how the call is to be handled. AHS has numerous call centers, and this form is applicable for requesting a new user be added to the system, deleting a user from the system or making changes to an existing users account.

New ACD Phone

Save and close

Save

Cancel

AUTOMATED CALL DISTRIBUTION (ACD) PHONE

ACD Account (if required):

ACD Account Username (if requesting change or deletion):

DID # (Extension):

MAC Address from VOIP Phone (*if no phone - please indicate):

User Workstation Name:

Building Name:

Street Address:

Town:

Floor:

Suite/Room Number:

Comments:

Change Existing

Create

Delete

Roles: Choose one per line for multiple Roles

Choose One:

Choose One:

Workgroups: Choose one per line for multiple Workgroups

Choose One:

Choose One:

Skills: Choose one per line for multiple Skills (DMV ONLY):

Choose One:

Choose One:

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Updated: 08/3/2015

Active Directory account form - Active Directory (AD Account) is the manner to service ALL who login to a computer or application upon accessing the State's network. It supports some of our shared enterprise systems for State employees (i.e., Windows database, Email, SharePoint). This is the account form where you indicate the new or existing employee's need for Shared Network Folders and/or Security Group memberships by typing the name of folder or group in the text fields. If the employee is terminating, you choose this form to have them removed from the State's computer network.

New AD Account

Save and close Save Cancel

Network User Account

Choose One: Is a user Home Drive needed? (for example, H: drive)

Access Needed to Shared Networked Folder

Example: \Shared\Folder(s)	Permissions:
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Group Membership

Example: DII - Accounting	Choose One: <input type="text"/>
Example: DII - Accounting	Choose One: <input type="text"/>
Example: DII - Accounting	Choose One: <input type="text"/>
Example: DII - Accounting	Choose One: <input type="text"/>
Example: DII - Accounting	Choose One: <input type="text"/>

Comments:

Citrix Access Required:

Remote Desktop: MSOffice Apps: Internet Explorer:

AFG account form (Automatic Forms Generation) – This account is used by AHS OCS departments to automatically print various letters and documents in an overnight batch process and certain day processes. This form is used to add, remove or change the account of a user. The employee information page indicates what type of request is being made (new hire, termination, or change) that will affect how the completed AFG form is treated by the technicians.

New AFG

Save and close

Save

Cancel

AFG

ACCESS ID:

RACF ID:

District:

Job Title

Region Code:

Satellite Code:

Printers:

TTM Access Needed:

Access to SQL Needed:

PAD Needed:

ADO

BDO

HAEU

HDO

JDO

LDO

MDO

NDO

RDO

SDO

TDO

VDO

YDO

ZDO

Email account form - This service is accessible via the Microsoft Outlook application available on user's desktops, mobile computer devices, and the Internet through Outlook Web Access (OWA): <https://webmail.state.vt.us/>. Most State employees, including temps/contractors/vendors, get assigned an email account. This form is applicable for requests to new or existing employees for email and *Outlook Public Folders and Outlook Distributions lists* for addition or removal. This form is also used to indicate if mobile device access is needed.

The screenshot shows the 'New Email Account' form with several sections and annotations:

- Buttons:** 'Save and close', 'Save', 'Cancel', and a search icon.
- EMAIL ACCOUNT INFORMATION AND ACCESS REQUIREMENTS:**
 - UAM AD Type:** A dropdown menu with a blue arrow pointing to it from the text 'Existing', 'Needs to be created', and 'Needs to be removed'.
- Public Folders/Resources/Shared Mailboxes:**
 - Four rows, each with a text input field and a 'Permissions:' dropdown menu.
 - A blue arrow points from the text 'Existing', 'Needs to be created', and 'Needs to be removed' to the first 'Permissions:' dropdown.
 - A dropdown menu is open for the first 'Permissions:' field, showing options: '[Clear selection]', 'Editor', 'Full Access', 'Remove Access', 'Reviewer', and 'Send As'.
- Outlook - Email Distribution Lists:** A section header with a note: 'See Global Address List (GAL) for proper naming convention and enter the name exactly as it appears.' Below it are three rows, each with a text input field and an 'Add/Remove:' dropdown menu.
- Mobile Devices:**
 - Is Mobile Device Access Needed?:** A dropdown menu with a blue arrow pointing to it from the text 'mobile device' in the introductory paragraph.
- Personal Mobile Device Waiver Section:**
 - Upload Waiver Here:** A text input field.
 - Browse...** A button.


LANDesk Account form – If an employee needs to become an authorized LANDesk requestor/approver/analyst, then complete this account request form and explain why they need to have LANDesk rights.

New LANDesk Account

Save and close

Save

Cancel



LANDesk ServiceDesk Account

Account Requestor:

Account Approver:

Analyst License:

Please explain why this account is required:

Medicaid Analytics form, Medicaid Pharmacy Claims form, MMIS form (Medicaid Management Information System) are all AHS business forms that need to be completed if applicable to the employee for a new account, removing account or changes to the account.

New Medicaid Analytics

Save and close Save Cancel 🔍

HP Vermont Title XIX Medicaid Analytics Access Request Form

Medicaid Analytics

Request Type: Deactivate User - License is no longer required
New User - Request new named license
Transfer - Move license within same Department to a new user

Please explain what job duties require the need to access EVAH/Business Objects:

New Medicaid Pharmacy Claims

Save and close Save Cancel 🔍

Medicaid Pharmacy Claims

Choose the Account(s) Required:

Pharmacy Medicaid: ☐ Roles for User:

GHS BOBI: ☐ Roles for User:

New MMIS

Save and close Save Cancel 🔍

MMIS

Choose the Account(s) Required:

MMIS: ☐ Roles for User:

OnDemand: ☐ Roles for User:

MAPIR: ☐ Roles for User:

OnBase account form – This form refers to the Document Imaging by department. When completing the form, check the pertinent boxes needed for the employee’s department and needs. If there is no specific option below for the required needs, use the Comments box and write in the particulars of what that employee needs. Example: ESD – Case Manager rights, Team Lead, BPS, Interviewers...

The screenshot shows the 'New Onbase' form with several annotations. A blue box highlights the 'OnBase User Information' section, with arrows pointing to the 'Choose the Group that will be approving this account:' dropdown (labeled 'DCF BASU'), the 'OnBase User Add/Change/Delete:' dropdown (labeled 'DVHA Account Liaison'), and the 'License Type:' dropdown (labeled 'OCS Account Processor'). Another blue box highlights the 'Concurrent' and 'Named' options under the 'License Type:' dropdown. The 'ESD' section contains checkboxes for Supervisor, LTC, Disconnected Scanning, and Dispatcher, along with dropdowns for ESD Districts 1 through 5. A checkbox for 'If UDEA, Load Balanced?' is also present. The bottom section features five tabs: FSD, OCS, CDD, BO, and DVHA. Each tab contains a list of roles with checkboxes. The FSD tab includes Resource Coordinator, District Administrator, Scanner, Auditor, and Central Office. The OCS tab includes Standard User, Indexer, Scanner, and Disconnected Scanning. The CDD tab includes Indexer, Scanner, Auditor, Standard User, and View Only User. The BO tab includes Foster Care, Payroll, Vision, AR Food Stamps, Payroll Expense, Medicaid, Scanner, EBT, and AR Unit. The DVHA tab includes a User Group dropdown. A large 'Comments:' text area is at the bottom.

New Onbase

Save and close Save Cancel 🔍

OnBase User Information

Choose the Group that will be approving this account:

OnBase User Add/Change/Delete:

License Type:

Concurrent
Named

ESD

Supervisor: ☐ ESD District1:

LTC: ☐ ESD District2:

Disconnected Scanning: ☐ ESD District3:

Dispatcher: ☐ ESD District4:

ESD District5:

If UDEA, Load Balanced? ☐

FSD **OCS** **CDD** **BO** **DVHA**

FSD

- Resource Coordinator: ☐
- District Administrator: ☐
- Scanner: ☐
- Auditor: ☐
- Central Office: ☐

OCS

- Standard User: ☐
- Indexer: ☐
- Scanner: ☐
- Disconnected Scanning: ☐

CDD

- Indexer: ☐
- Scanner: ☐
- Auditor: ☐
- Standard User: ☐
- View Only User: ☐

BO

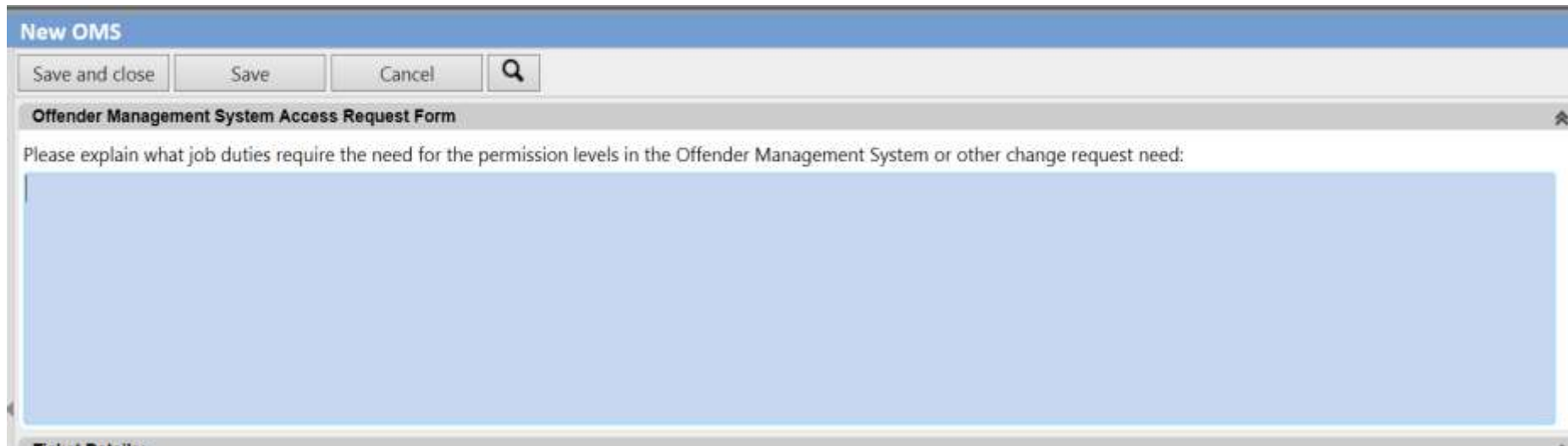
- Foster Care: ☐
- Payroll: ☐
- Vision: ☐
- AR Food Stamps: ☐
- Payroll Expense: ☐
- Medicaid: ☐
- Scanner: ☐
- EBT: ☐
- AR Unit: ☐

DVHA

User Group:

Comments:

Offender Management System – This is the new Dept. of Corrections system. If an employee needs to be added/removed from this system, please complete this form.



The screenshot shows a software window titled "New OMS". At the top, there is a blue header bar. Below the header, there is a toolbar with four buttons: "Save and close", "Save", "Cancel", and a magnifying glass icon. Below the toolbar, there is a section titled "Offender Management System Access Request Form" with a small upward-pointing arrow icon on the right. Under this title, there is a text prompt: "Please explain what job duties require the need for the permission levels in the Offender Management System or other change request need:". Below the text prompt is a large, empty, light blue rectangular area for text input.

“Other” account form - The OTHER category was created to handle some accounts that might have been missed by the AHS business workflow. Currently this handles the accounts for VDH Starlims & LITSplus and ESD for the EBT program. This is NOT a catch-all category to be used when other account actions should be used instead.

New Other

Save and close

Save

Cancel

Q

Other Account

System Name:

Role:

Description:

PEAKS form (Performance Enhancement and Knowledge System) – If an employee needs access or removal to the reports in PEAKS, complete this form.

New PEAKS

Save and close

Save

Cancel

Q

PEAKS Access Required:

BO_DCF_OCS_ReportDevelopers:

BO_DCF_OCS_ReportReaders:

BO_DCF_OCS_ReportTesters:

Comments:

Add

Remove

VHC form (Vermont Health Connect) – If an employee needs access or removal to the VHC Seibel Accounts.

New VHC

Save and close

Save

Cancel

VHC

Required Access Level:

Read:

Read/Write:

WebCenter Capture:

Training Date Completed:

Add

Remove

Comments/Roles: